

**MARICOPA ASSOCIATION OF GOVERNMENTS
CONTINUUM OF CARE REGIONAL COMMITTEE ON HOMELESSNESS
MAY 17, 2010 MEETING MINUTES**

MEMBERS ATTENDING:

Shana Ellis, City of Tempe, Vice Mayor, Chair
Robert Duvall for Roberto Armijo, Community
Information & Referral Services
Maria-Elena Ochoa for the Governor's Office
*Kathryn Brown, AZ Dept of Corrections
*Kendra Cea, APS
*Steve Frate, City of Glendale,
Councilmember
Victor Hudenko, Catholic Charities
Theresa James, City of Tempe
Michael Johnson, City of Phoenix,
Councilmember
Deanna Jonovich, City of Phoenix
*Don Keuth, Phoenix Community Alliance
Stephanie Knox, Magellan Health Services of
Arizona
Mattie Lord, Arizona Department of Economic
Security/CPIP
Nick Margiotta, Phoenix Police Department
Michael McQuaid, Human Services Campus
Linda Mushkatel, Maricopa County
Darlene Newsom, UMOM New Day Centers
Joanne Osborne, City of Goodyear,
Councilmember, Vice Chair
Sylvia Sheffield for Gina Ramos Montes, City
of Avondale
*Brenda Robbins, Arizona Dept of Health
Services
Amy Schwabenlender, Valley of the Sun
United Way
Laura Skotnicki for Jacki Taylor, Save the
Family
*Margaret Trujillo, MG Trujillo Associates
*Mary Rose Wilcox, Maricopa County,
Supervisor
Nicky Stevens for Ted Williams, Arizona
Behavioral Health Corporation
Diana Yazzie Devine, Native American
Connections

OTHERS PRESENT

Elaine Adamczyk, Glendale Housing
Irene Agustin, Central Arizona Shelter Services
Tia Allen, Area Agency on Aging
Chris Bartz, Recovery Innovations of Arizona
Karia Basta, Arizona Department of Housing
Bill Black, Men's Overflow Shelter
Brad Bridwell, Arizona Department of Veteran's
Services
Cheryl Brunton, City of Phoenix
Sandra Chase, Southwest Behavioral Health
Krista Cornish, Town of Buckeye
Jenny Day, Basic Mission
Dick Geasland, Tumbleweed
Andy Hall, Department of Economic Services
Devin Harris, U.S. Vets
Katie Hobbs, Sojourner Center
Val Iverson, Arizona Housing Alliance
Dan Marjanek, Maricopa County
Shamieka Marks, Florence Crittenton
Stacy Miller, Recovery Innovations of Arizona
Milon Pitts, Homeward Bound
John Raeder, Governor's Office
Christopher Wren Robin, Underwood Types
Maria Rodriguez, Basic Mission
Michael Shore, HOM, Inc.
Parrish Spisz, City of Goodyear
Amber Wakerman, City of Tempe
John Wall, Arizona Housing, Inc.
Kevin Walton, Capitol Mall Fellows
+Chris Wudarski, Women In New Recovery

Rachel Brito, MAG
DeDe Gaisthea, MAG
Brande Mead, MAG
Amy St. Peter, MAG

*Those members neither present nor represented
by proxy.
+Those members present by audio or
videoconference.

1. Call to Order and Introductions

Chair Shana Ellis, City of Tempe, called the meeting to order at 2:09 p.m. Introductions ensued.

2. Call to the Audience

Audience members were given an opportunity to address the Committee. No comments were made.

3. Approval of the March 22, 2010 Continuum of Care Regional Committee on Homelessness Meeting Minutes

Chair Ellis asked for a motion to approve the March 22, 2010, meeting minutes. A motion was made by Michael McQuaid, Human Services Campus, to approve the minutes. The motion was seconded by Robert Duvall, Community Information and Referral Services. The minutes were approved.

4. Committee Officer Appointments

Chair Ellis advised per MAG policy on officer appointments, MAG Committee officers may serve one-year terms. At the end of the first year, officers may serve a second one-year term with consent of the Committee and appointment by the MAG Executive Committee. She said an opportunity was given for others to submit letters of intent to serve as Committee Officers, however, no letters were received. Chair Ellis said, with the Committee's consent, both she and Councilmember Osborne would like to continue serving as Chair and Vice Chair of the Continuum of Care Regional Committee on Homelessness. She asked for input from the Committee.

Michael Johnson, Councilmember, City of Phoenix, made a motion to recommend approval to reappoint Chair Ellis and Vice Chair Osborne for a second one-year term. Mr. McQuaid seconded the motion. The motion passed unanimously. Chair Ellis expressed gratitude stating she and Vice Chair Osborne are looking forward to the coming year.

5. 2011 HUD Application Planning, Process, and Approval of the Unmet Need

Chair Ellis introduced Brande Mead to discuss the 2010 Department of Housing and Urban Development (HUD) application process and present the unmet need for approval by the Committee. Ms. Mead advised the HUD registration process is in progress. The application process is expected to get underway soon. She referred the Committee to the handout entitled *The New McKinney-Vento Notice of Funding Availability (NOFA)* provided by the Corporation for Supportive Housing. She advised the handout provides a general guideline of the timeframe. Updates will be distributed upon receipt from HUD.

Ms. Mead said the 2010 NOFA will not be released until after June 18, 2010. HUD will announce renewal awards first; new projects will be announced in a second round. New project notices from last year are expected to be released this summer. All renewal projects were funded. Ms. Mead informed the Committee the Continuum of Care has been registered to apply for funding. This year's process will include a permanent housing bonus project to shelter families or individuals with disabilities experiencing homelessness and a new focus to

serve chronically homeless veterans. There is more than \$1.4 million housing dollars available to fund projects.

Ms. Mead advised HUD is now using the Homeless Data Exchange, a new electronic system to capture data. The system requires data input from the Point-In-Time, Street Count, and Homeless Management Information System (HMIS), to be completed by May 31, 2010, prior to release of the NOFA. The data input also includes Unmet Need, which in the past has not been discussed this early in the process. Ms. Mead referred the Committee to the handout on Unmet Need Totals for 2009 which were submitted to HUD in October with the 2009 application. She noted requirements to have 2010 data input by May 31, 2010. Ms. Mead asked for the Committee's input on whether to use the 2009 data to meet HUD's data input deadline or to review and update the numbers if significant changes have occurred.

Vice Chair Joanne Osborne asked for clarification of the 2009 Unmet Need totals. Ms. Mead said the 2009 numbers were based on averages and HUD's formula for determining unmet need with an emphasis on permanent supportive housing. Additionally, the Street Count reflected a 20 percent increase in families. Ms. Mead noted families and youth had an impact on Unmet Need totals. Councilmember Michael Johnson, City of Phoenix, asked for clarification on the recommendation to submit the 2009 numbers to HUD or to increase those numbers by 20 percent. He expressed concern over using the same numbers given an overall increase. Ms. Mead advised last year's results were taken from the Street Count. She noted this year's results reflect an overall six percent decrease however, shelter providers and outreach workers are reporting an increase.

Deanna Jonovich, City of Phoenix, also expressed concern about using the same numbers. Darlene Newsome, United Methodist Outreach Ministries (UMOM), recommended reviewing the Unmet Need numbers noting Street Count results do not give a true reflection of families. Ms. Mead asked for input on reconvening a smaller group to review the numbers and provide an update to the Committee. Victor Hudenko, Catholic Charities, said HUD allows the 2009 numbers to be submitted. Ms. Mead confirmed, noting funds are not based on Unmet Need totals. She said the Continuum wishes to submit numbers that accurately reflect the need in the community. Chair Ellis asked when the 2009 Unmet Need totals were compiled. Ms. Mead said the numbers are a compilation of data taken from 2008 to 2009.

Michael McQuaid, Human Services Campus, agreed with Ms. Newsome stating it would be prudent of the Committee to submit accurate numbers. He agreed with the recommendation to review the numbers. Mr. Hudenko recommended being consistent by using the same methodology used in 2009. Mattie Lord, Arizona Department of Economic Security, noted use of the same methodology would reflect a decrease due to the overall decrease in the Street Count. Linda Mushkatel, Maricopa County Chief Resource Office, inquired whether or not categories were weighted. Ms. Mead advised results were derived using information from the Department of Education to capture the increased number of families as well as Street Count, shelter count and the number of individuals/families doubled up.

Councilmember Osborne noted input from providers that the Street Count numbers are not accurate. She expressed concern due to the overall decrease in the Street Count noting an increase in shelter count. Diana Devine, Native American Connections, Inc., said there are many variables to consider when conducting the Street Count, such as the weather. She noted occupancy rates and wait lists provide a more accurate reflection and are good indicators to use.

Ms. Jonovich asked for clarification on the methodology used, noting it had been changed so it did not only include Street Count results. Ms. Mead confirmed stating a variety of sources are used including the Street Count, HMIS, overflow, shelter counts and data from the Department of Economic Security. Vice Chair Osborne said the new methodology includes a larger scope and suggested continued use of the methodology going forward. Chair Ellis noted agreement from the Committee to reconvene a smaller group and empower them to review the methodology and determine more accurate numbers to submit to HUD.

Chair Ellis asked for a motion to proceed with the steps outlined. Mr. McQuaid made a motion to convene and empower a subcommittee to make a final recommendation on the Unmet Need totals to be submitted to HUD. Councilmember Johnson seconded the motion. The motion passed. Ms. Mead advised a meeting room has been reserved for Friday, May 21, 2010 at 9:00 a.m. and a meeting request will be distributed. Members involved in last year's process will also be invited to participate.

6. Project H3: Home, Health, Hope Update

Chair Ellis introduced Mattie Lord, DES, to provide and update on Project H3. Ms. Lord gave a brief overview of the project goal and survey week work schedule. The Committee viewed several pictures of the training, volunteers, people surveyed, and the Community Briefing. There were 163 volunteers who conducted the interviews. Ms. Lord shared the emotion felt seeing teams comprised from multiple organizations that set aside their own agency affiliation and showed unity for one cause by wearing the Project H3 t-shirts. She shared stories of some of the individuals the teams had interviewed, including "Clyde" who was described as articulate and kind and showing concern for everyone else and "Jose" who had never spoken with an outreach worker prior to survey week.

Brad Bridwell, Arizona Department of Veteran Services, provided an overview of the interview results noting 262 adults were identified and surveyed. The majority of medically vulnerable individuals were located in downtown Phoenix. He gave a brief overview of statistics on risk indicators, age, length of homelessness, mental health and substance abuse, veterans, and youth. The Community Briefing, held on the final day of survey week, was attended by nearly 150 people. The purpose was to inform attendees of the results, reveal the 50 most vulnerable people identified by the survey, and ask for sponsors to help provide items needed to house these individuals. Mr. Bridwell said within minutes, attendees volunteered to provide the additional resources needed to house all 50 individuals. Mr. Bridwell discussed issues related to difficulties sleeping experienced by a homeless veteran who had been housed through the project. He highlighted that individuals moving into housing may need a variety of services to help them adjust. He provided information on connecting with Project H3 through Facebook.

Councilmember Johnson inquired about the four youngest respondents of the survey. Ms. Lord advised none of the youngest individuals were ranked within the top 50. She offered to research their status. Brad Bridwell, Arizona Department of Veteran's Services, advised the vulnerability index contains tools to identify youth, however, youth overall tend to rank lower. He said there are tools that can be used with youth only. Councilmember Johnson expressed concern about individuals under the age of 25 having to deal with different aspects of homelessness and victimization.

Ms. Lord said the list of the eight youth surveyed was provided to Tumbleweed Center for Youth Development. Dick Geasland, Tumbleweed, said outreach workers have been searching for the individuals identified in the survey but have not located them. Mr. Margiotta said the survey demonstrates that only ten percent of the most vulnerable would qualify to get help through the Regional Behavioral Health System. He noted a need to look at housing differently, recognizing that not all people who have been on the streets for a long period of time have a serious mental illness.

Ms. Devine said Native American Connections, Inc. has received referrals from St. Joseph's hospital for clients who are medically vulnerable. She asked if there were plans to continue using the vulnerability index to prioritize client placement in housing. Mr. Margiotta said there has been good success in identifying the most vulnerable on the streets for Project H3. He noted the need to focus resources that are most limited on those individuals that are most needy by possibly amending wait list procedures. Committee members noted a high percentage of Native Americans and African Americans are among the most vulnerable.

Elaine Adamczyk, Glendale Housing, addressed the Committee regarding wait lists. She recommended seeking input from HUD to provide guidance on how to manage wait lists. Mr. Bridwell introduced Michael Shore, HOM, Inc., to address the issue. He noted HUD is a sponsor of Project H3. Mr. Shore noted that changing wait list procedures is a national issue and is a challenge in Arizona specifically. He added that most housing authority wait lists are closed. Mr. Shore suggested possibly opening the wait list for a targeted purpose as long as eligibility information is provided in advance. Mr. Shore added that other agencies have also attempted to address the wait list issue and are working with HUD for further guidance. Mr. Bridwell advised information received from HUD will be shared upon receipt. *Chair Ellis moved to agenda item ten.*

7. Permanent Housing Project Update

Chair Ellis said the Rapid Re-Housing project in the City of Tempe has taken off and is now home to some of the city's residents. She invited Theresa James, City of Tempe, to provide an update on the project. Ms. James presented an update on the partnership with Valley of the Sun United Way and the Arizona Department of Health Services. She said the City of Tempe is implementing 35 units of permanent supportive housing using Homelessness Prevention and Rapid Re-housing (HPRP) money as a bridge to create permanent supportive housing for 35 people. The program targets chronically homeless individuals living with a disability. Ms. James reported 135 people on the wait list, 11 placed in housing, and seven in process. The program began housing individuals six weeks ago.

Ms. James said some of the individuals have been homeless for over a decade, noting excitement to see the difference in their demeanor once they are housed. She said a local manufacturer is making the beds for all 35 units. The program works primarily with landlords in Tempe who work with Section 8 housing vouchers. The City of Tempe contributes Homelessness Prevention and Rapid Re-housing funds to assist with rent and utility services. Magellan and the Department of Housing Services provide wrap around services for the individuals participating in the program. Additionally, Urban Outreach is providing supportive services for tenants that do not have a serious mental illness (SMI). Ms. Newsome inquired about the number of women participating in the program. Ms. James said the program currently assists two women. She noted HPRP funds also were awarded to Tumbleweed to provide three units for youth.

Chair Ellis introduced Amy Schwabenlender, Valley of the Sun United Way to provide an update on the progress of the Valley of the Sun United Way Permanent Housing Initiative. Ms. Schwabenlender acknowledged Ms. James' efforts. She said much has been learned from the Tempe program, noting a misperception to assume chronically homeless individuals are SMI. Ms. Schwabenlender discussed the second partnership with Arizona Behavioral Health Corporation (ABC) and the Lodestar Day Resource Center. She said campus providers are working to identify the most vulnerable chronically homeless people at the overflow shelter. The third project, City of Phoenix Housing First, was awarded to Native American Connections. Ms. Schwabenlender said the program is awaiting tax credits and she looks forward to seeing the outcome of the project. Additionally, Ms. Schwabenlender advised Project Homeless Connect will be held May 20, 2010, in Glendale.

Chair Ellis inquired how many people are in the City of Phoenix Housing First program. Ms. Schwabenlender said the project provides 54 units. Ms. Jonovich asked how SMI individuals are being identified in the partnership with (ABC). Mr. McQuaid said collecting information on various clients and staying in compliance is challenging. Within the men's outreach shelter, individuals have been sequentially numbered. He noted still seeing individuals from the first 100 people, demonstrating individuals are remaining at the shelter. Stephanie Knox, Magellan Health Services of Arizona, noted Magellan funds 3,700 units through ABC. There is concern because that funding is being cut. She indicated fear that the people who are currently being housed through their program may lose their housing once the cuts are implemented. She indicated that they are looking at alternative housing options and are doing what can to make sure clients can stay in their housing.

Mr. McQuaid said they are taking under consideration a proposal to provide \$3 million to help nonprofits and developers acquire the current housing stock on the market. He announced the upcoming June 4, 2010, ribbon cutting ceremony at YWCA on 7th Street and Willetta which will house 49 homeless veterans within the next four to six weeks.

8. 2010 Regional Shelter Count Results

Chair Ellis introduced Andy Hall, Department of Economic Security, to provide results of the 2010 regional shelter count. Mr. Hall referred the Committee to the Maricopa Continuum of Care 2010 Point-in-time Shelter Survey Summary. He thanked all of the providers for

sending in the data. Mr. Hall reported 7,500 people system wide, a slight increase from last year. He said adults and families increased by eight percent. Emergency and transitional housing reported a decrease while permanent supportive housing (PSH) increased. Mr. Hall said the results are still be analyzed and further information will be provided to clarify the results.

Mr. Hall said a comparison of the point-in-time count to approximate shelter capacity shows the system nearly 90 percent full. Permanent supportive housing counts indicate the system is 90 to 96 percent full and has seen the most increase. Mr. Hall said there is pressure on the shelter system for additional PSH. Street Count numbers total nearly 15,000 statewide. That number increases to 17,800 when including PSH. Mr. Hall invited Committee members to contact him with any further questions on the shelter count.

9. Transportation Ambassador Program Regional Meeting

Chair Ellis introduced DeDe Gaisthea, MAG, to provide an update on the Transportation Ambassador Program Regional meeting. Ms. Gaisthea said the MAG Transportation Ambassador Program regional meeting will be held on June 29, 2010, at the AE England Building in the Civic Space Park. The purpose of the meeting is to provide participants with human services transportation resource information that can be shared with their community or clients. Participants will include nonprofit organizations working with older adults and person with disabilities, municipalities, senior communities, faith-based organizations and people from the community.

The meeting will consist of presenting local initiatives, national best practices, and discussion on issues regarding human services transportation and possible strategies to overcome those issues. Ms. Gaisthea invited Committee and audience members to attend the meeting and share their insights on this issue. Ms. Gaisthea acknowledged the City of Phoenix for their continued support of regional coordination efforts and the Virginia G. Piper Charitable trust for sponsoring the event.

10. 2010 Heat Relief Update

This item taken out of order after agenda item number six.

Chair Ellis said the Heat Relief Network has been in place since 2006. She invited Ms. Mead and Ms. Jonovich to update the Committee on the 2010 Heat Relief Network. Ms. Jonovich gave a brief history on the city's efforts to take a proactive approach to preventing heat related deaths. She said the City of Phoenix has collaborated with faith-based agencies and community partners to provide services in summer months through the Heat Relief Network. The three focus areas include Water Hydration Stations and Refuge Locations; Collection and Donation Sites; and the newest effort to conduct wellness checks on seniors.

Ms. Jonovich said wellness checks target homebound seniors who often do not turn on their air conditioning due to high costs. Beat the Heat campaigns, which offer information on how to stay hydrated and provide utility assistance, are being offered at 15 senior centers. These campaigns will be conducted again this year in partnership with 12 outreach teams. Outreach teams are collecting hats, sunscreen, t-shirts and any other items that provide relief from the heat. Last year 230,000 bottles of water were collected in partnership with Community

Information & Referral (CIR). CIR will be the central point of contact for this years' Heat Relief Network and St. Mary's Food Bank will house water donations collected. She said the City of Phoenix has partnered with MAG to create the regional maps identifying collection sites and hydration stations throughout the valley.

Ms. Mead said the Heat Relief Network is partnering with all member agencies within the region. The maps identify 51 hydration and refuge locations and 42 donation sites. The maps are available on the MAG Web site. Ms. Mead advised maps will be provided to Committee members as well as outreach teams, food banks, emergency responders and emergency rooms. Hydration stations will be set up during emergency heat advisory days. Ms. Mead said the maps will be updated as additional locations are identified. *Chair Ellis moved to agenda item number seven.*

11. Request for Future Agenda Items

Chair Ellis asked for input from the Committee on any requested topics or issues of interest to consider for future agendas. Having no requests, she noted the next meeting will include updates on the HUD application process, Unmet Need and the transportation needs study.

12. Announcements

Chair Ellis asked for announcements from Committee members. Ms. Schwabenlender inquired about attendance at the National Alliance to End Homeless Conference. Ms. Newsom noted a representative from UMOM would be attending. Mr. Bridwell advised he will also attend the conference.

13. Adjourn

The meeting adjourned 3:38 p.m. The next regular meeting of the Continuum of Care Regional Committee on Homelessness scheduled for July 26, 2010, from 2:00 to 3:30 p.m. in the MAG Saguaro Room.